



**Job Description**

**Job Title:** Housing Support Officer

**Salary:** £25,614 - £28,382

**Responsible to:** Support Supervisor/Residence Manager

<p>Overall Purpose of Post</p>	<p>To undertake intensive housing management and support to vulnerable veterans who are homeless or struggling to sustain a tenancy. As veterans they may also require support with a number of issues relating to their time in service and require support to transition to civilian life.</p>
<p>Key Objectives</p>	<ul style="list-style-type: none"> <li>• Ensure that the veteran understands their Occupancy and Support Agreement and understands their responsibilities within this.</li> <li>• Develop a support plan with each veteran on your case load (likely to be around 15), ensuring that this support plan is person centred and details the veteran’s goals with an action plan to monitor progress.</li> <li>• Work constructively and effectively with other agencies and/or service providers to support the veteran and the goals of the support plan.</li> <li>• Keep effective and accurate record of your work with the veteran. Ensuring that this work is recorded effectively within the Better Futures Database.</li> <li>• Ensure that the veterans’ health and wellbeing are prioritised by ensuring they register with a local GP, dentist and if necessary are referred to the mental health team.</li> <li>• Support each veteran maintain their room/flat effectively highlighting any potential health and safety issues and encouraging veterans to report any maintenance and repair issues relating to their accommodation. Ensure that any necessary risk assessments are carried out if a risk factor within the accommodation has been identified.</li> </ul>

	<ul style="list-style-type: none"><li>• Ensure that each undertakes a financial assessment and, if they are entitled to benefits that they are supported to apply and their income is maximised. Ensure that any debt or arrears from a previous tenancy are supported and managed.</li><li>• Ensure that the veteran understand their contribution towards their rent, and is supported to manage their finances accordingly. Establish rent arrears payment plans where necessary.</li><li>• Support veterans wish to move into their own tenancy by assisting them to register with all the necessary housing providers and ensure that any move is to the right type of accommodation that will meet their needs.</li><li>• Support the veteran to apply to all sources of funding if they need to furnish their new accommodation including making referrals to a community based housing support service, where appropriate.</li><li>• Work effectively as part of the overall Residence team, ensuring you communicate effectively with all colleagues verbally and in writing.</li><li>• Undertake any necessary training to support continual professional development.</li></ul>
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